

Error Reduction Committee

Meeting Minutes

July 22, 2002

Attendance: Maxine Ellis, Marcia Williamson, Tom Sandholm, Kathy Judd, Chris Elms, Sara Pynenberg, Edie Sprehn, Jenny Thompson, Dave Hippler, Mike McKenzie, Russell Yancey, Jackie Bennett, and Jacaie Coutant.

By Phone: Phyllis Rehm, Joanne Ator, Lorie Mueller, Essie Herron.

Latest Error Rate

Jackie shared the State's error rate of 12.5% for 10/2001 through 3/2002. Sara stated that new reports are available that provide more detailed information on the elements in error. Sara wanted to know if this report would benefit the work the committee is doing. Overall the committee agreed that it would benefit everyone if there were more details on errors.

Status of Client Education Initiatives

- Supervisory Forum
Stacy Wanty is lead but she was not able to attend the meeting.
- Calendars
Lisa is currently working on the development of the calendars for 2003.
- Posters
The posters regarding change reporting are at the printer.
- Change Report Video
Tom P is still waiting for feedback on the video.

Task:

Jackie asks that everyone re-evaluates the video and give Tom feedback for the September agenda.

- Reporting Survey
The results have been collected and put in a report. A discussion was held on how to disburse this information. The report has already been shared with the IMAC committee.
Outcome: The information will be shared at regional meetings, the ONSPI newsletter and posted on DXBM. A follow up survey will be done next year.

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Data Warehouse

Dave Hippler reported that Food Stamp data would be included in the Data Warehouse System in the near future. The data available will have a start date of 04/2001. Additional information will be available through CARES extracts to provide Food Stamp data that goes back to 9/1997.

Why Data Warehouse Vs EOS?

EOS is a static method of getting data through reports that are generated each month. What you see is what you get. Data Warehouse is a flexible reporting system that allows the user to create specific reports that can also be turned in to charts/graphs. Reports can be filtered and broken down by such elements as assistance groups, earned income, address, worker or specific entries (\$1.00 in actual utilities). This system allows counties to create their own error prone reports.

Training will occur this fall in September and October. Students will need to complete the Level I data warehouse training before attending the FS training. The Level I self-study course can be obtained from Dave. Completion of the Level I course is also the only way you can get a Data Warehouse ID and password. Access to the FS information will only be given after you attend the FS training in September or October. Dave encourages each agency to have at least one person trained on data warehouse.

IMAC Report

Jackie reported on her presentation to the IMAC Committee on the Error Reduction Committee past and current activities. Other committee members who attended the IMAC meeting provided additional comments.

Jackie stated that the ER Committee is obligated to report to IMAC monthly. This does not mean that all committee initiatives have to be approved by IMAC before they are started. Major initiatives need to go through IMAC to ensure that they are supported and implemented.

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Sue Wood presented her issues for the Committees:

- Create a wish list – no money limits, caseload size and adequate funding issues maybe included.
- Look at income budgeting, make no assumptions that create limits. For example, if retrospective budgeting is needed say so.
- Review cycle, cases still have an extra review month how do we want to address this?
- Address the issues that will build long range relationships between the Counties and the State. Pursue any barriers such as the big issue of the pass through of sanctions.

Bottom line:

The ultimate goal is a rational way to do business with adequate technical support.

Any final changes and recommendations to the committee's charge and assignments are forthcoming. It is business as usual until we get more direction.

Alerts

The membership of the three alert workgroups was finalized. The workgroups are:

- (1) Rewording current alerts text.
- (2) Eliminating alerts.
- (3) Identify alerts that best address the most FS error-prone elements.

A spokes person and coordinator of the workgroup's activities was selected for each group:

- (1) Jenny Thompson
- (2) Sara Pynenberg
- (3) Mike McKenzie

It was recommended that the workgroups be to run like the E-mail policy committee.

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A discussion occurred on the approach to working on the alerts.

Areas examined were:

- The workgroups charge.
- The inclusion of other program alerts and their impact on payment accuracy.
- The need for help screens for alerts.
- Taking other recommendations to the IT Committee.

Workgroup Needs

It was determined that some basic information on alerts is needed for the subgroups to work effectively. The information needed includes:

- What are the alert rules?
- How long do they stay?
- Which ones drop off automatically?
- How many letters are allowed.
- Can we get a reference table?
- What creates an alert and what programs?

Task: Tom Sandholm will get the information.

Workgroup Process

- The workgroups will work outside of the regular committee meetings.
- Some product should be created for the September committee meeting.
- The workgroups may identify new issues or concerns that impact FS, other programs or caseload management processes. These concerns need to be documented and tracked as 'parking lot' issues to be addressed by the ER committee separately.
- Identify if the recommended changes must be coordinated with other programs.
- Committee to finalize the workgroup recommendations for presentation to appropriate business area for implementation.

Task: Need to check with Sue Wood or IMAC chair on how to implement the change.

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It was also discussed that the changing of the alerts will not necessarily resolve the problem of workers acting on the alerts correctly. Training cannot address every alert situation so it was also recommended that an alert reference table within CARES be developed. The reference table would detail the program involved, what it is and the action to be taken.

Task: Jackie Bennett to check on the feasibility of a reference table within CARES.

Update from other committees

Sara reported on the Data Exchange Workgroup. There is a plan to purge all data exchange disposition screens over 18 months except IPV matches. The workgroup is working on maximizing the usefulness of Data exchange and is willing to take any suggestions.

Sara also stated that a DXBM was produced to clarify to staff that data exchange information is like a reported change and needs to be acted on within 10 days not 45 days.

The committee adjourned. There will not be a meeting in August due to the Big Ten Conference. The next meeting is September 23, 2002.